



Patient Experience Survey Results 2018-19

Acute Care Inpatient
Acute Care Ambulatory
Oncology Outpatient (Ambulatory)
Long Term Care
Mental Health and Addictions
Primary Health Care

Introduction

Patient Experience Surveys were administered throughout NSHA in the 2018-19 fiscal year. The surveys were administered in six program areas: Cancer Care; Long Term Care; Acute Care Inpatient; Acute Care Ambulatory; Primary Health Care; and Mental Health and Addictions. NSHA has reviewed the results of the surveys and has begun to share the results with programs, zones, and teams. Where performance is less favourable, action plans will be developed.

Acute Care Inpatient Results

For the Acute Care Inpatient Service Area, the Canadian Patient Experience Survey (CPES) was deployed. The CPES was developed by the Canadian Institute of Health Information in collaboration with other key Canadian jurisdictions, such as the Inter-Jurisdictional Patient Satisfaction Group, and other leading experts in the field. The CPES has been endorsed by Accreditation Canada and meets the accreditation requirements for patient experience surveying.

The survey results are assessed across five dimensions: Overall Assessment; Accessing and Coordinating Services; Sharing Information, Communication and Education; Services Received from Healthcare Professionals; and Respecting your Values, Needs and Preferences.

The average of all dimensions resulted in an overall patient experience score of 85.0%. Only *Services Received from Healthcare Professionals* maintained a dimension score of over 90%. *Sharing Information, Communication and Education, Overall Rating of the Hospital, Hospital Environment and Services Received from Healthcare Professionals* saw their overall scores drop this year while *Respecting your Values, Needs and Preferences* remained the same (with one less question). Table 1 presents the results by dimension, Table 2 provides more detailed information, including results

Table 1. Patient Experience Survey Results by Dimension

Dimensions	% Positive* 2018	% Positive* 2019
Overall Rating of the Hospital	89.2%	85.5%
Hospital Environment	87.1%	81.8%
Sharing Information, Communication and Education	77.9%	76.5%
Services Received from Healthcare Professionals	93.6%	91.7%
Respecting your Values, Needs and Preferences	91.3%	89.4%

Response Notes:

*Responses of “Don’t know/Don’t Remember/Not applicable” or “I never pressed the call button” have been excluded from each calculation.

% Positive for Qs 1-17 was calculated as the # of “Always” + “Usually” /# of valid responses

% Positive for Q19 and Q20 was calculated as the # of “Yes”/# of valid responses

% Positive for Q21 was calculated as the % who answered 8, 9 or 10.

% Positive for Q22 was calculated as the # of “Definitely Yes” + “Probably Yes” /# of valid responses

% Positive for Qs 37 and 38 was calculated as the # of “Quite a bit” + “Completely” /# of valid responses.

Table 2. Patient Experience Survey Results by Dimension and Question

Dimensions	Survey Question*	% Positive* 2018	% Positive* 2019
Overall Rating of the Hospital	Q22. Would you recommend this hospital to a family member or friend?	95.8%	93.4%
	Q21. Using any number from 0 to 10...what number would you use to rate this hospital during your stay?	82.6%	77.7%
Hospital Environment	Q8. During this hospital stay, how often were your room and bathroom kept clean?	89.7%	86.0%
	Q9. During this hospital stay, how often was the area around your room quiet at night?	84.5%	77.6%
Sharing Information, Communication and Education	Q16. Before giving you any new medicine, did healthcare professionals tell you what the medicine was for?	90.6%	87.5%
	Q17. Before giving you any new medicine, did healthcare professionals describe possible side effects in a way you could understand?	72.0%	67.0%
	Q19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have to the help you needed when you left the hospital?	80.4%	82.3%
	Q20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	68.6%	69.1%
Services Received from Healthcare Professionals	Q1. During this hospital stay, how often did nurses treat you with courtesy and respect?	97.2%	95.9%
	Q2. During this hospital stay, how often did nurses listen carefully to you?	94.5%	92.8%
	Q3. During this hospital stay, how often did nurses explain things in a way you could understand?	93.8%	92.1%
	Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	90.6%	86.7%
	Q5. During this hospital stay, how often did doctors treat you with courtesy and respect?	97.7%	96.4%
	Q6. During this hospital stay, how often did doctors listen carefully to you?	94.7%	94.4%
	Q7. During this hospital stay, how often did doctors explain things in a way you could understand?	94.4%	93.1%
	Q11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	84.5%	80.5%
	Q13. During this hospital stay, how often was your pain well controlled?	93.6%	91.6%
Respecting your Values, Needs and Preferences	Q43/37. The hospital staff took my cultural values and those of my family or caregiver into account	89.0%	86.9%
	Q35. Were you involved as much as you wanted to be in decisions about care and treatment?	91.9%	89.1%
	Q36. Were your family or friends involved as much as you wanted in decisions about your care and treatment?	91.8%	89.3%
	Q44/38. I feel that my diversity status and that of my family/ caregiver, was respected and valued by staff	92.3%	92.2%

Acute Care Ambulatory Results

The survey results are assessed across five dimensions: Overall Assessment; Accessing and Coordinating Services; Sharing Information, Communication and Education; Services Received from Healthcare Professionals; and Respecting your Values, Needs and Preferences.

The average of all dimensions resulted in an overall patient experience score of 87.4% for the Acute Care Ambulatory program area. Each dimension, with the exception of *Accessing and Coordinating Services*, scored either slightly below or above 90%. Questions relating to wait times (Q4) and conversations about community supports and services had low percentages of positive answers, resulting in an overall score for *Accessing and Coordinating Services* of slightly below 75%. Table 1 presents the results by dimension, Table 2 provides more detailed information including results by questions.

Table 1. Patient Experience Survey Results by Dimension, for Acute Ambulatory Program Area

Dimensions	% Positive* 2018	% Positive* 2019
Overall Assessment	89.4%	89.1%
Accessing and Coordinating Services	75.1%	74.7%
Sharing Information, Communication and Education	91.2%	90.4%
Services Received from Healthcare Professionals	91.3%	90.7%
Respecting your Values, Needs and Preferences	92.7%	92.0%

Response Notes:

*Responses of “Don’t know/Don’t Remember/Not applicable” have been excluded from each calculation.

% Positive for Qs 2,3, 5-13, 15, 16, 21-26 was calculated as the # of “Agree Strongly” + “Agree” /# of valid responses.

% Positive for Q1 was calculated as the # of “Not at all” + “Somewhat”/# of valid responses

% Positive for Q4 was calculated as the # of “Strongly Disagree” + “Disagree” /# of valid responses

% Positive for Qs 17-20 was calculated as the # of “Always” + “Usually” /# of valid responses

% Positive for Q30 was calculated as the % who answered 8, 9 or 10.

Table 2. Patient Experience Survey Results by Dimension and Question, for Acute Ambulatory Program Area

Dimensions	Survey Question*	%Positive* 2018	%Positive* 2019
Overall Assessment	Q29. I would recommend this program or clinic to receive health services to a family member or friend?	97.1%	96.3%
	Q30. Using any number from 0 to 10...what number would you use to rate this clinic...?	81.7%	81.8%
Accessing and Coordinating Services	Q1. After you were referred, did you have to wait a long time for services to start?	84.3%	83.7%
	Q2. Was it easy to get the appointment data and time you wanted?	85.2%	86.3%
	Q3. Did you receive explanations about how to prepare for my treatment, test or procedure?	94.1%	93.8%
	Q4. After registration, were you kept waiting a long time when you have appointments?	63.1%	61.1%

	Q5. Did staff tell you about the other services and supports available in the community?	48.6%	48.5%
Sharing Information, Communication and Education	Q6. I was given the opportunity to ask questions regarding my condition	96%	95.2%
	Q7. I understood explanations about what to expect during my treatment, test or procedure	97.4%	96.4%
	Q8. Different options available for my health service were explained	79.4%	77.1%
	Q9. Before giving you any new medicine, did healthcare professionals tell you what the medicine was for?	95.8%	95.6%
	Q10. Before giving you any new medicine, did healthcare professionals describe possible side effects in a way you could understand?	86%	85.7%
	Q11. Do you have a good understanding of the things you are responsible for in managing your health?	96%	96.3%
	Q12. Do you have information about whom to contact if you had a problem following your visit?	88.9%	88.3%
	Q13. Did you feel you could provide feedback regarding the care you received?	89.7%	88.8%
Services Received from Healthcare Professionals	Q15. Healthcare professionals provided me and my family or caregiver with emotional support and counselling.	82.9%	81.4%
	Q16. Healthcare professionals showed care and concern towards me	95.9%	95%
	Q17. How often was your pain well controlled?	84.8%	82.6%
	Q18. How often did you feel you were treated with courtesy and respect?	96.4%	96.7%
	Q19. How often did health professionals listen carefully to you?	93.6%	93.8%
	Q20. How often did healthcare professionals explain things in a way you could understand?	94.4%	94.4%
Respecting your Values, Needs and Preferences	Q21. Healthcare professionals consulted me or my family or caregiver in making decisions about my care	94%	92.4%
	Q22. Staff took my cultural values and those of my family or caregiver into account	93.4%	91.3%
	Q23. I was given enough privacy when discussing issues or treatment with staff	95%	95.5%
	Q24. I felt I could refuse a health service	92.4%	92.2%
	Q25. I knew how to express a complaint if I was dissatisfied with the health services I received	84.8%	83.9%
	Q26. I feel that my diversity status and that of my family/ caregiver, was respected and valued by staff	96.6%	96.5%

Ambulatory Oncology Program Results

Historically, in Nova Scotia, the proprietary Ambulatory Oncology Patient Satisfaction Survey (AOPSS) was conducted every 2-4 years. For a variety of reasons including cost, length of survey, and concerns about whether some questions are sensitive enough to measure change, it was decided to develop an in-house survey for 2019. The current survey has not been validated. However, input from a variety of stakeholders, including the CCP Patient Family Advisory Council, was incorporated into its development

As a result of changes to the structure of the questionnaire, the capacity for comparison with previous survey results were limited. However, even with these changes there are several areas where notable comparisons have been made:

- Responses to “given information about eating well” were improved.
 - However, with only 69% positive response there is still substantial room for improvement
- Improved response in patient satisfaction with regard to emotional support.
 - 89% satisfied or very satisfied with the emotional support
 - However, emotional support remains the domain with the lowest percentage of respondents indicating they are getting all the help they need.
- A significant increase in the percentage of patients indicating that they were spoken to them about tobacco use.
 - There has been a focused effort in improving supports for patients who use tobacco within the Cancer Care Program.
- Lastly, there was also an increase in the percentage of respondents indicating that someone spoke to them about physical activity during cancer treatment.
 - There has been a focused effort in increasing awareness of the importance of physical activity during cancer treatment and to provide access to supported physical activity for cancer patients.

Table 1. Patient Satisfaction Survey Results for Ambulatory Oncology (2019)

Question Text	% positive*
My appointments are coordinated to reduce the number of trips to the hospital or to meet my needs (such as my work or school schedule).	86%
I wait for 30 minutes or longer for my visits with the Cancer Care Team (% responding “never”)	32%
If I have questions between appointments, I know who to contact.	93%
My Cancer Care Team respects my cultural values and those of my family.	83%
I am supported to be actively involved in making decisions about my cancer care and treatment.	92%
The Cancer Care Team has explained my treatment options in a way I can understand.	96%

The Cancer Care Team answers my questions and concerns about my care and treatment.	96%
My Cancer Care Team gives me information about resources and supports, such as booklets, support groups or support services.	83%
Please rate your satisfaction with the emotional support provided to you by your Cancer Care Team.	89%
I am comfortable talking with my Cancer Care Team about how I am feeling emotionally.	75%
My Cancer Care Team asks me how I am coping with living with cancer.	67%
The Cancer Care Team provides me and my family or caregiver with emotional support.	67%
I am receiving as much help as I need in coping with practical issues . (for example: money, transportation)	83%
I am receiving as much help as I need in coping with social and family issues . (for example: worry about friends and family, sexual health)	85%
I am receiving as much help as I need in coping with emotional issues . (for example: fears and worries, sadness)	81%
I am receiving as much help as I need in coping with spiritual issues . (for example: meaning or purpose of life, faith)	87%
I am receiving as much help as I need in coping with information issues . (for example: understanding my cancer and its treatment, talking with the cancer care team)	92%
I am receiving as much help as I need in coping with physical issues . (for example: side effects, pain or fatigue)	89%
The Cancer Care Team has given me information about eating well during my treatment.	69%
The Cancer Care Team has clearly explained the drugs for my cancer treatment, including giving me information about why I need to take them, how to take them and possible side effects.	87%
I received information about advanced care planning from my team. *This question was inadvertently omitted from the hard copy of the survey.	28%
I am aware that the NSHA has a smoke and tobacco reduction policy.	79%
I was asked about tobacco use by my Cancer Care Team.	76%
I was told about the benefits of stopping tobacco use during cancer treatment.	57%
If yes, I was offered support to stop using tobacco.	53%
A member of my Cancer Care Team talked to me about physical activity during cancer treatment.	80%
How would you rate the care you received from the Cancer Care Team during this time?	9.2/10

Response Notes:

* Positive response calculation excludes respondents who replied “not applicable” from the denominator

Long Term Care Results

The survey results are assessed across seven dimensions: General Satisfaction; Experience; Communication; Care Provision; Food and Mealtime Experience; Home Environment and Services; and Activities Experience.

The average of all dimensions resulted in an overall patient experience score of **95.6%** this year, which is up from **94.7%** last year. All dimensions scored above 90%. Only four individual indicators had percent positive scores below 90%. Questions relating to food variety and quality (Q29 and Q32), involvement in decisions regarding care (Q12), and rating of general satisfaction (Q44) scored between 83.3% and 89.6%. Table 1 presents the results by dimension, Table 2 provides more detailed information, including results by question.

Table 1. Patient Experience Survey Results by Dimension, for Long Term Care Program Area

Dimensions	2017 % Positive*	2018 % Positive*	2019 % Positive*
General Satisfaction	89.4%	87.4%	91.7%
Experience	96.1%	96.4%	97.8%
Communication	92.1%	94.8%	93.5%
Care Provision	94.5%	97.1%	96.7%
Food and Mealtime Experience	92.6%	94.4%	93.9%
Home Environment and Services	95.8%	95.5%	96.2%
Activities Experience	96.8%	97.6%	99.7%

Response Notes:

*Responses of “Don’t know/Remember/Not applicable” have been excluded from each calculation.

% Positive for all questions except for Q44 was calculated as the # of “Agree Strongly” + “Agree” /# of valid responses.

% Positive for Q44 was calculated as the % who answered 8, 9 or 10.

Table 2. Patient Experience Survey Results by Dimension and Question, for LTC Program Area

Dimensions	Survey Question*	2017 % Positive*	2018 % Positive*	2019 % Positive*
General Satisfaction	Q43. I would recommend this home to family and friends	94.3%	94%	100.0%
	Q44. Using any number from 0 to 10...what number would you use to rate this home?	84.5%	80.7%	83.3%
Experience	Q1. Staff treat me with respect	97.0%	99.4%	97.5%
	Q2. Staff are professional, and able to provide excellent care	94.6%	97.2%	96.2%
	Q3. Staff say hello to me and address me by my preferred name	95.6%	98.3%	100.0%
	Q4. Staff respect my privacy	98.0%	98.3%	98.7%
	Q5. Staff took my cultural values and those of my family/caregiver into account	97.1%	98%	100.0%
	Q6. I feel safe here	96.5%	95.5%	98.1%

	Q7. Staff respect my personal belongings	94.4%	95.5%	95.5%
	Q8. I feel that my diversity status and that of my family/caregiver, was respected and valued by staff	95.5%	89.2%	96.8%
Communication	Q10. I feel listened to	90.4%	93.4%	92.3%
	Q11. I have opportunities to discuss my care and well-being with professional staff	91.2%	95.2%	93.4%
	Q12. I am involved in decisions about my care	93.7%	93.4%	89.5%
	Q13. I am confident that information about my care is shared with appropriate team members	93.9%	97.1%	96.8%
	Q14. Communication about changes in my care needs is timely	92.8%	93.8%	94.0%
	Q15. I know who to contact when I have concerns/questions	90.4%	95.8%	93.0%
	Q16. I feel comfortable speaking to a staff member about a problem	94.9%	97.1%	96.2%
	Q17. I feel confident that I will not suffer as a result of having raised concerns	91.2%	94.7%	95.3%
	Q18. If I raised a concern, I was involved/contacted regarding the outcome	90.3%	92.9%	91.0%
	Care Provision	Q20. Care team members are available when I need them	89.6%	93.1%
Q21. Staff respond to preferences or suggestions about my care		92.9%	97.5%	96.7%
Q22. I have choices regarding care		91.1%	92.9%	94.7%
Q23. I am supported when I want to participate in activities that are meaningful to me		98.4%	97%	97.3%
Q24. Staff help me with personal care when needed		95.2%	98.8%	97.3%
Q25. I am well care for 24 hours a day, 7 days a week		95.9%	98.8%	96.8%
Q26. Staff offer treatment when I have pain		96.8%	100%	97.3%
Q27. Staff encourage me to do the things that I am able to do myself		95.8%	98.8%	98.7%
Food and Mealtime Experience	Q28. I receive the help I need to eat and drink throughout the day	97.0%	98.1%	97.7%
	Q29. There is good variety of foods and drinks offered to me	89.4%	89.4%	87.9%
	Q30. The dining experience is pleasant	92.9%	97%	95.5%
	Q31. I get enough to eat and drink	96.0%	99.4%	98.7%
	Q32. The overall quality of the food & drink is good	87.9%	87.8%	89.6%
Home Environment and Services	Q33. The home is kept clean	97.0%	97.7%	98.1%
	Q34. The home is quiet when it should be	95.0%	95.4%	93.5%
	Q35. The temperature in the home is comfortable	96.0%	92.4%	94.2%

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	Q36. I can get emotional support if I need it	96.8%	98.1%	97.1%
	Q37. I can access spiritual services in the home	97.3%	99.3%	99.3%
	Q38. I can get help with financial issues if needed	96.9%	93.3%	99.1%
	Q39. Staff support me in accessing other health professionals if needed	94.0%	99.3%	98.6%
	Q40. The laundry services are good	93.9%	88.2%	90.0%
Activities Experience	Q41. I like the activities provided in this home	95.2%	97%	99.3%
	Q42. I may choose whether or not participate in activities	98.5%	98.3%	100.0%

Mental Health and Addictions Results

The survey results are assessed across four dimensions: Overall experiences; Participation in care; Respect, recovery, and meeting your needs; and Rights as a client. The Mental Health and Addictions program area surveyed patients and clients over two waves on both an inpatient (n = 153, n=162) and outpatient (n = 2068, n=1459) basis; this report includes the results for each care area individually, as well as a combined score.

The average of all dimensions resulted in an overall patient experience score of 76.8% in 2017 and 80.3% in 2018. The overall dimension score for *Respect, recovery and meeting your needs* exceeded the goal of 90% in both waves. For both groups of patients, the score given to understanding medication side effects (65.5% to 84.9%) have kept the *Participation in care* dimension score low. The responses for both patient groups in both waves indicated that knowing how to make a complaint and understanding the right to refuse treatment is low resulting in the *Rights as a client* dimension continuing to have an overall score of below 70%. It is important to note however that scores for both indicators in that dimension have improved between 2017 and 2018. See additional reporting for full results.

Table 1. Patient Experience Survey Results by Dimension, for the Mental Health and Addictions Program Area

Dimensions	% Positive OP 2017	% Positive IP 2017	% Positive Combined 2017	% Positive OP 2018	% Positive IP 2018	% Positive Combined 2018
Overall experiences	80.9%	75.1%	78%	77.7%	79.6%	78.7%
Participation in care	84.6%	73.9%	79.2%	86.4%	82.1%	84.3%
Respect, recovery, and meeting your needs	95.2%	88.6%	91.9%	94.8%	89.2%	92%
Rights as a client	60.5%	56%	58.2%	62.7%	70.1%	66.4%

Table 2. Patient Experience Survey Results by Dimension and Question, for the Mental Health and Addictions Program Area

Dimensions	Survey Question*	% Positive 2017 OP	% Positive 2017 IP	% Positive Combined 2017	% Positive 2018 OP	% Positive 2018 IP	% Positive Combined 2018
Overall Experiences	Do staff support having your family and/or friends involved in your care (OP Q11; IP 14)	72.7%	70.9%	71.8%	67.6%	78.4%	73.0%
	Using any number 0 to 10...what number would you use to rate your experience with this program or service/hospital (OP Q12; IP Q15)	89.2%	79.4%	84.3%	87.7%	80.9%	84.3%
Participation in care	The staff consulted me or my family or caregiver in making decisions about my care (OP Q2; IP Q4)	88.5%	76.1%	82.3%	86.1%	86.0%	86.1%

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Dimensions	Survey Question*	% Positive 2017 OP	% Positive 2017 IP	% Positive Combined 2017	% Positive 2018 OP	% Positive 2018 IP	% Positive Combined 2018
	Do you understand your care plan (OP Q3; IP Q5)	83.9%	73.6%	78.7%	82.2%	80.9%	81.6%
	Do staff clearly explain the purpose of medication? (OP Q4; IP Q6)	86.3%	80.3%	83.3%	92.5%	85.2%	88.8%
	Do staff clearly explain the possible medication side effects? (OP Q5; IP Q7)	79.7%	65.5%	72.6%	84.9%	76.2%	80.5%
Respect, recovery, and meeting your needs	Do you feel that you are treated with respect by staff/hospital staff? (OP Q6; IP Q8)	96.7%	90.5%	93.6%	96.2%	90.3%	93.2%
	Do you feel that staff support your improvement and recovery (OP Q7; IP Q9)	94%	87%	91%	93%	88%	91%
Rights as a client	Do you feel that you can refuse treatment (OP Q8; IP Q10)	75.1%	54.3%	64.7%	79.2%	73.3%	76.2%
	Apart from talking to your clinician/nurse, doctor or treatment team do you know to make a complaint with this service/at this hospital? (OP Q9; IP Q11)	45.8%	57.6%	51.7%	46.2%	66.9%	56.6%

Primary Health Care Results

The survey results are assessed across six dimensions: Overall Assessment; Respecting client values, expressed needs, and preferences; Cultural values and diversity; Sharing information, communication and education; Coordinating and integrating services across boundaries; and Enhancing quality in life in the care environment and in activities of daily living.

The average of all dimensions resulted in an overall patient experience score of 90.2%. Indicator scores in the dimensions of *Overall Assessment, Respecting client value, expressed needs, and preferences, and Cultural values and diversity* were above 90%. Across the dimensions that scored below 90%, being encouraged to attend a program or class, and confidence in maintaining changes, resulted in lower dimension scores despite many indicators showing scores of well above 95%. Table 1 presents the results by dimension, Table 2 provides more detailed information, including results by question.

Table 1. Patient Experience Survey Results by Dimension, for the Primary Health Care Program Area

Dimensions	% Positive 2018	% Positive 2019
Overall Assessment	91.0%	90.8%
Respecting client values, expressed needs, and preferences	93.4%	92.8%
Cultural Values and Diversity	95.8%	97%
Sharing Information, Communication and Education	90.4%	89.9%
Coordinating and Integrating Services across Boundaries	80.8%	86%
Enhancing Quality in Life in the care environment and in activities of daily living	85.8%	84.9%

Table 2. Patient Experience Survey Results by Dimension and Question, for Primary Health Care

Dimensions	Survey Question	% Positive 2018	% Positive 2019
Overall Assessment	Q20/21 Rating of Clinic/Program/Service	87.3%	86.8%
	Q21/22 Recommendation of Clinic/Program/Service	94.7%	94.8%
Respecting client values, needs and preferences	Q2/3 Health Care Provider Listened	95.4%	95.6%
	Q4/5 Involved in Decisions About Care	94.8%	95.5%
	Q6 Discuss main goals in caring for your health	90.2%	87.3%
Cultural values and diversity	Q9 Cultural Values taken into account	95%	96.3%
	Q10 Diversity status was respected and valued by clinic/program staff	96.7%	97.7%

Sharing Information, Communication and Education	Q3/4 Explaining of tests and treatment	95.1%	95.6%
	Q7 Felt you could do recommended treatment (among those had treatment)	93.4%	94.3%
	Q8 Side affects you might get from the medicine (among those who take medicines)	90.3%	89.7%
	Q18 Understand the nature and causes of your health problems (among those with health problems)	82.9%	80%
Coordinating and Integrating Services across Boundaries	Q1 Getting through to someone at clinic by phone	91%	90.9%
	Q5/2 Front Office Staff Helpful	98.6%	97.4%
	Q12/13 Difficulty getting the health care or advice you needed (% No)	73.9%	82.7%
	Q16/17 Encouraged to attend group/program or class	59.7%	72.9%
Enhancing Quality in Life in the care environment and in activities of daily living	Q13/14 Everyday activities will make a difference	93%	94.6%
	Q14/16 Sticking to treatment will make a difference	97.4%	97.0%
	Q15 Confidence in Ability to Take Care of Your Health	96.5%	96.5%
	Q19 Confidence in Maintaining Changes in Your Health	56.5%	51.6%